

# SPIS-Services

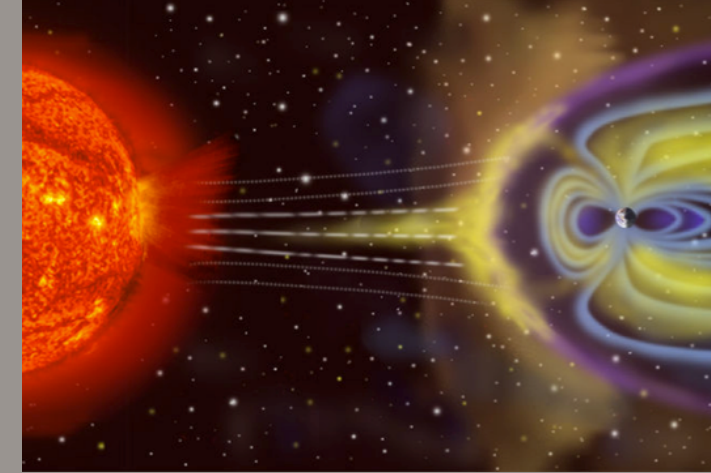
European professional services for spacecraft charging

[www.spis-services.eu](http://www.spis-services.eu)

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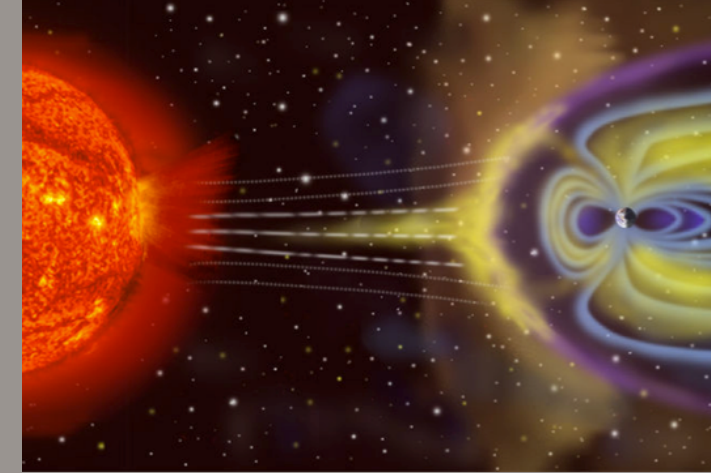
## Introduction

- SPIS Services is a support service regarding SPIS software and the modelling of orbital systems/plasma interactions.
- Aims to provide a support:
  - Simple;
  - Reliable;
  - Reactive.

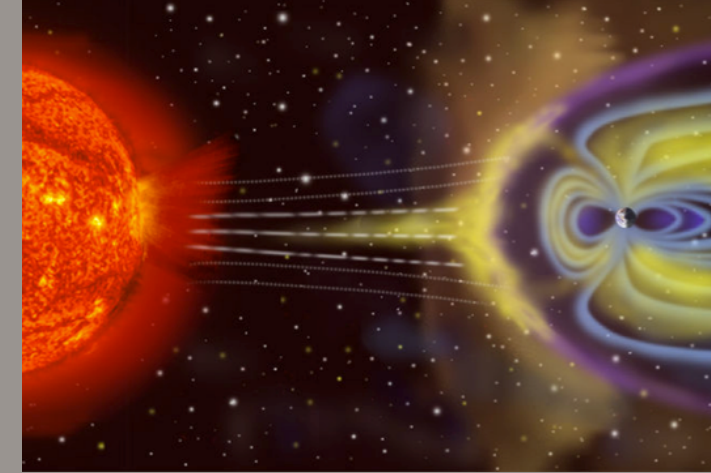
And by the way make user's life simpler and saving his/her time.

- SPIS-Services provides a consistent set of supports through training, assistance contract, advanced on-demand studies.
- Provide an access to the most up-to-date evolutions and bug-fixes of SPIS through SPIS-Pro.
- SPIS-Serives is an Artenum / ONERA partnership

## Trainings

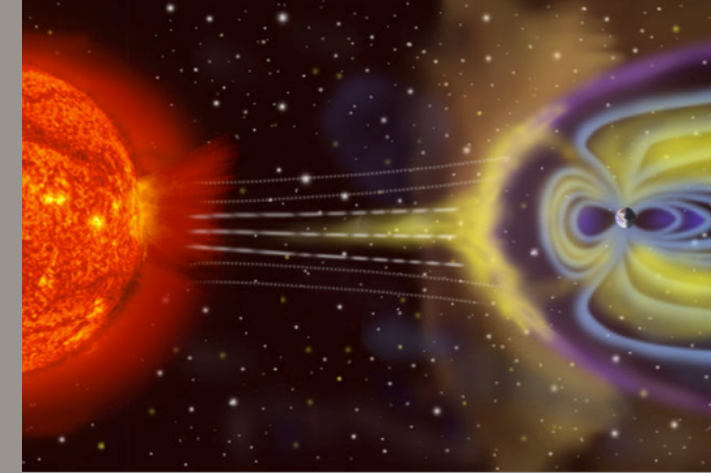


- Mutualised training, at Toulouse, France.
- About two sessions per year pending on the number of attendees.
- Training 1 – SPIS HandsOn course (2 days):
  - Targeting mainly new users;
  - Introduces SPIS and presents how to run basic simulations.
  - Make SPIS's users autonomous regarding canonical cases.
- Training 2 - GEO/LEO/Ground instruments course (3 days)
  - Focuses on SPIS specific usage for GEO and LEO missions and ground experiments.
- Training 3 - Developer course (2 days)
  - Focuses on how-to-extend both, the numerical kernel and the IME.



## Assistance contracts

- On the basis of an annual registration fee.
- One-year assistance contracts proposed in order to:
  - Help SPIS's users to perform their simulations and analysis in the most efficient and robust way.
  - Includes an online help on technical questions about SPIS including simulation pre-setting, software installation/configuration and bug fixes.
  - A reliable support, with for each account:
    - A nominative contact point;
    - Punctual Demands of Support (PDS) for the duration of the contract:
      - A dedicated and secured Web collaboration space
      - By e-mails;
      - By phone.
  - Several levels of assistance are proposed, various forms of contracts.
- Reactivity and efficiency: Guaranteed delay of answer and treatment for first submitted PDSs (between 2 and 10 working days)
- Follow the SPIS evolutions: Assistance contracts of SPIS-Services also allow the access to the last evolutions of SPIS through SPIS-Pro.

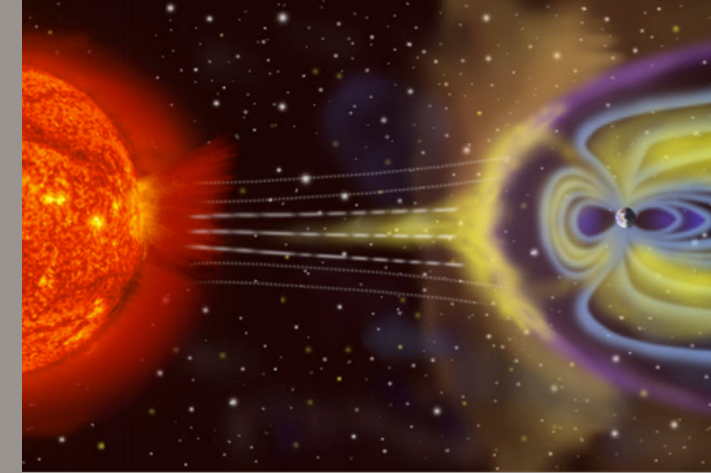


## Assistance contracts

- Several levels of assistance:
  - **Support level 1:** One-year online assistance on technical questions about SPIS, including:
    - Software installation and configuration support;
    - Advices to simulation setting, including:
      - CAD modelling and meshing;
      - Physical and numerical models selections and space environment characterisation;
    - Checking of simulation behaviour;
    - Software bug-fixes;
    - Ten (10) PDSs with a guaranteed delay of treatment.
    - One free registration to the Training 1 – SPIS HandsOn course.
  - **Support level 2:** Richer assistance including the level 1 support and:
    - Advanced PDSs support relative to physical and numerical models;
    - Assistance to the analysis and the interpretation of simulation outputs;
    - Assistance to the configuration / setting of complex / dedicated post-processing analysis chain;
    - Twenty (20) PDSs with a guaranteed delay of treatment.

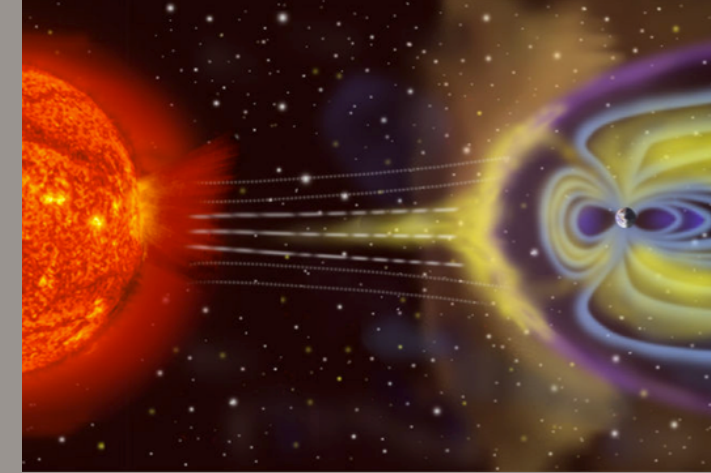


## Advanced studies



- On demand advanced studies:
  - They may include all aspects of spacecraft plasma interaction modelling,
    - From scratch to end product simulation results analysis,
    - Tailored work centered on one specific area of concern (orbit, meshing, material choice, parametric computations, etc).
  - A good practice consists in setting a stable and robust preliminary simulation, to be used and tuned later on by the customer for his own use.

An access to the most up-to-date evolutions of SPIS

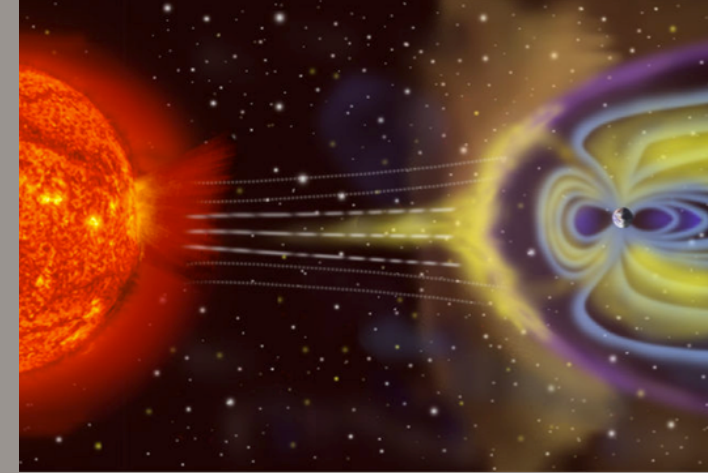


- To answer scientific and technical challenges, SPIS-Pro regularly integrates new functions and bug-fixes.
- Validated and maintained by the historical team of experts.
- Evolutions available to SPIS-Services customers in the shortest delays:
  - Release of SPIS-Pro about every six months.
  - Snapshot versions provided quarterly and users informed of the new but not fully validated embedded capabilities.
- A strong support to the SPINE community: Regular reversion of common bug fixes and evolutions of SPIS-Pro into the community version of SPIS.

# SPIS-Services

An European professional services for spacecraft charging

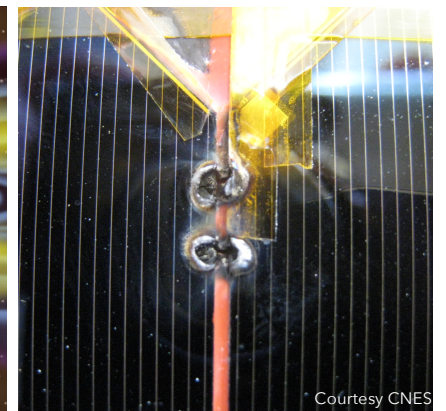
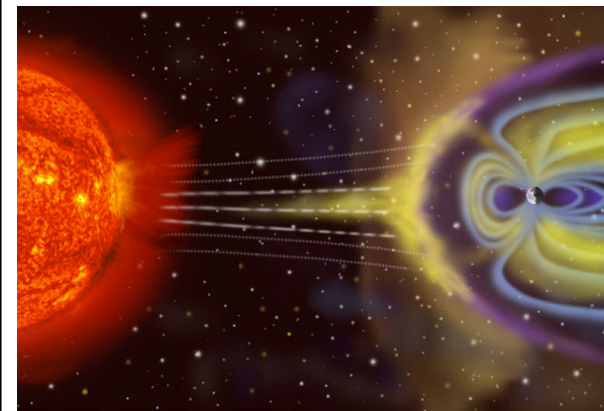
## Detailed Offer and Pricing



Ask our Detailed Offer and Pricing proposal for further details and information.

### SPIS-Services

European professional services for spacecraft charging



### Detailed offer and pricing

2015

Reference: SPIS-SERV-DOP-2015-03-001

#### Contact

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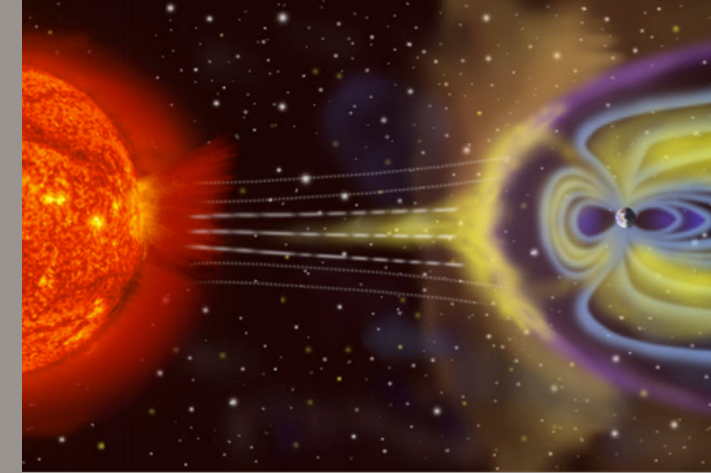
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## Contact us



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